

**CUSTOMER COUNCIL MEETING MINUTES**  
**Department of Administrative Services – Human Resources Enterprise**  
**Hoover A, Conference Room 5-North**  
**May 7, 2008**  
**1:30 p.m.**

<b>Agenda Item</b>	<b>Notes</b>
<b>Members Present</b>	Dennis Mack, Iowa Veterans Home, Vice-Chair Bill Snyder, Judicial Roger Stirler, Revenue Steve Timmins, Department of Management (DOM) Dave Werning, Inspections and Appeals
<b>Members Absent</b>	John Craig, American Federation of State, County and Municipal Employees (AFSCME) Marty Deaton, Public Safety Bill Gardam, Human Services, Chair Mike Marshall, Legislature Lance Noe, Drake Jim Riordan, Public Employment Relations Board (PERB) Penny Westfall, Iowa Law Enforcement Academy
<b>Other Attendees</b>	Cindy Axne, DOM Nancy Berggren, Dept. of Administrative Services –Human Resources Enterprise (DAS-HRE) Susan Churchill, DAS-HRE, Responsible for Taking Meeting Minutes Brenda Easley, Department of Administrative Services (DAS) Mary Ann Hills, DAS-HRE Tracy Hunt, Public Safety Mark Johnson, DAS Lana Morrissey, DAS Pat Mullenbach, DAS Bill West, DAS-HRE
<b>Opening Remarks</b>	<ol style="list-style-type: none"> <li>I. Vice-Chair Dennis Mack called the meeting to order.</li> <li>II. There was not a quorum; therefore: <ol style="list-style-type: none"> <li>A. This was an informational meeting with no voting.</li> <li>B. The minutes of the meetings on November 28, 2007, and April 2, 2008, could not be approved.</li> </ol> </li> </ol>
<b>Updates</b>	<ol style="list-style-type: none"> <li>I. Mark Johnson provided updates on the DAS Strategic Plan; if Council members have questions about the Plan, they will contact Mark Johnson.</li> <li>II. Mark Johnson provided a legislative update on the bill to merge the four DAS Councils into one Council, facilitated by the Department of Management (DOM). <ol style="list-style-type: none"> <li>A. As of the time of this meeting, Governor Culver had not yet signed the bill.</li> <li>B. The Governor is expected to sign the bill soon.</li> <li>C. The bill will go into effect on July 1, 2008.</li> <li>D. DOM is still working on how the transition from four Councils to one will occur; most likely, DOM will work with the current established Councils until the rate-setting process for FY 2010 is complete.</li> <li>E. Cindy Axne, who will be helping with the transition, asked the Council for suggestions on the transition. <ol style="list-style-type: none"> <li>1. Steve Timmins said that there needs to be a system in place to get timely replacements for members who resign.</li> <li>2. Roger Stirler suggested that DOM meet with the chairs of the four Councils to get their input.</li> </ol> </li> </ol> </li> </ol>

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	<p>3. Nancy Berggren pointed out that DOM will need to explore the issue of whether or not union members should serve on the Council.</p>
<b>Budget Updates</b>	<ul style="list-style-type: none"> <li>I. Brenda Easley provided a budget update. <ul style="list-style-type: none"> <li>A. The April 2008 budget is not complete.</li> <li>B. The March 2008 budget showed a loss of \$2,436 and April most likely will show a loss as well.</li> <li>C. Bill Snyder asked why the number of merit-covered employees doubled from January 2008 to February 2008; Brenda Easley will check into this.</li> </ul> </li> <li>II. Brenda Easley discussed the Rate Methodology used to determine rates in DAS-HRE. <ul style="list-style-type: none"> <li>A. Since there was not a quorum, the Council could not officially vote to accept the rate methodology.</li> <li>B. Nancy Berggren asked if it was the “sense of the group” to keep the rate methodology the same. Response: yes.</li> </ul> </li> </ul>
<b>Topics for Next Meeting</b>	<ul style="list-style-type: none"> <li>I. Department Updates – DAS Staff</li> <li>II. Budget Update – Brenda Easley</li> <li>III. Tentative Approval of FY 2010 Rates – Council</li> </ul>
<b>Next Meeting</b>	<p>The next meeting will be held on Wednesday, June 4, 2008, from 1:30 p.m. – 3:30 p.m. at the Hoover Building, Level A, Conference Room 5.</p>
<b>Adjourned</b>	<p>The meeting adjourned at 2:30 p.m.</p>